

NOTICE FOR ALL PARTICIPANTS IN GSA'S CENTRALIZED HOUSEHOLD
GOODS TRAFFIC MANAGEMENT PROGRAM (CHAMP)

Identified in Section 4 of the 2002-2003 Household Goods Request for Offers is the formula for calculating a Value Index (VI) score. Due to unforeseen difficulty with the calculation of a VI for international and intra Alaskan shipments, the VI will not be displayed on ITMS cost comparisons for November 1, 2002 for shipments occurring internationally and within Alaska. Therefore the VI calculation for those routes will be delayed until further notice.

The Customer Satisfaction Index (CSI) scores for international Participants will be displayed on international cost comparisons, as well as domestic CSIs for intra state Alaskan shipments. If anyone has any questions regarding this, please contact the GSA office in Kansas City, Missouri at (816) 823-3646.